



DEPARTMENT OF THE ARMY
U.S. ARMY CONTRACTING AGENCY
HEADQUARTERS, NORTHERN REGION
11 BERNARD ROAD
FORT MONROE, VA 23651-1001

SFCA-NR

29 June 2005

MEMORANDUM FOR U.S. Army Contracting Agency (ACA) Northern Region

SUBJECT: ACA NR Administrative Policy Letter AO4-06, Open Door Policy

1. Open communication is the foundation of any successful organization, and the ability of members of the Northern Region to express their concerns or problems is the most important block of that foundation. I will maintain an "Open Door" to all military and civilian employees of ACA NR. I will make myself available to discuss, advise, and/or counsel on issues that are presented.
2. Each individual also has the responsibility to use the chain of command. The people working closest with you are typically in the best position to provide assistance. I expect all members of the chain of command to act in a sincere, responsible, and timely manner to listen to employee concerns and in resolving problems that may arise. Ideally, requests should be handled at the lowest level possible; however, no person needing assistance will be denied the opportunity to see me. Further, no punishment, or any type of reprisal will be taken against persons wishing to see me, the Inspector General, or any other agency.
3. This administrative policy applies to all personnel assigned to ACA NR.
4. This administrative policy remains in effect until rescinded or superseded.

A handwritten signature in black ink, reading "Joann Langston", is positioned above the printed name.

JOANN LANGSTON, SES
Director,
Army Contracting Agency
Northern Region